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SUBJ/PUBLIC AFFAIRS-NAVAL SERVICE MEDICAL NEWS (NSMN) (95-36)//
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RMKS/1. THIS SERVICE IS FOR GENERAL DISTRIBUTION OF INFORMATION
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EMPLOYEES, FAMILY MEMBERS AND RETIRED BENEFICIARIES OF NAVY
MEDICINE. MAXIMUM AND TIMELY REDISTRIBUTION OR FURTHER
REPRODUCTION AND USE BY ACTION ADDRESSEES IS ENCOURAGED. THIS
MESSAGE HAS BEEN COORDINATED WITH THE COMMANDANT OF THE MARINE
CORPS (CMC). THE COMMANDANT HAS AUTHORIZED TRANSMISSION TO
MARINE CORPS ACTIVITIES.

2. HEADLINES AND GENERAL INTEREST STORIES THIS WEEK:
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HEADLINE: New Contractor for TRICARE Dental Plan on 1 FEB 96
OCHAMPUS Aurora, CO (NSMN) -- The U.S. General Accounting
Office (GAO) recently denied an unsuccessful bidder's protest
over the award of the contract to operate the TRICARE Family
Member Dental Plan.

The contract was awarded on 6 February 1995 to United
Concordia Companies (UCC) Inc. of Camp Hill, PA. With the
protest resolved, UCC will take over operation of the dental
program for active duty families on 1 February 1996.

The original starting date of the new contract -- and the
reduced monthly premiums that went with it -- would have been 1
August 1995, had it not been for the delay caused by the protest.
However, the current contractor, Delta Dental Plan, agreed to
operate the plan through the end of January 1996 at the new,
lower premium rates, so that enrolled families would not lose the
benefits of the new contract while the protest was being decided.

On 1 August, the premiums dropped from \$10 to \$6.77 per
month for one enrolled family member and from \$20 to \$16.92 per

month for two or more enrolled family members.
Story by the Office of Civilian Health and Medical Program of the
Uniformed Services

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HEADLINE: Drive-Thru Navy Pharmacy

BUMED Washington (NSMN) -- You've heard of drive-thru restaurants and drive-thru convenience stores, but how about a drive-thru pharmacy? Well, Naval Hospital Jacksonville, FL, recently opened a drive-thru pharmacy as a solution to their cramped, overcrowded pharmacy waiting area.

With more than 150,000 eligible health care beneficiaries in the Jacksonville area, Naval Hospital Jacksonville is one of the Navy's busiest pharmacies, filling as many as 3,000 individual patient prescriptions a day. In 1994, nearly 700,000 new and refill prescriptions were filled by the pharmacy at Jacksonville.

Although other ideas were used to help ease the congested pharmacy area, such as call-in refill service, people still had to find a parking space and come into the hospital to pick up their prescriptions. The pharmacy staff decided that the only logical solution would be a pickup point somewhere close to the hospital and, even better yet, a drive-thru to eliminate the frantic search for parking.

The drive-thru pharmacy service is for refills only, but since the drive-thru opened last year, the waiting time for new prescriptions in the main pharmacy has been drastically reduced. What used to take 30 minutes to an hour for a new prescription, now takes only a matter of moments.

The drive-thru pharmacy is just one way to improve patient satisfaction and proves to be a convenient way for patients to pick up refill prescriptions. The service should be particularly helpful to patients who are handicapped and for those accompanied by children. Perhaps this is a sign that the pharmacy with the long lines and overcrowded waiting area will soon be a thing of the past.

Story by LTjg Edie Rosenthal, Bureau of Medicine and Surgery

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HEADLINE: Mail-Order Prescription Refills

BUMED Washington (NSMN) -- Imagine how convenient it would be to have your prescription refills delivered right to your doorstep. You may be eligible for the DOD Mail Service Pharmacy Demonstration (MSPD) if you are an active duty family member, retiree, or retiree's family member living in one of two multistate regions: Florida, Georgia and South Carolina, or Pennsylvania, New Jersey and Delaware. It is anticipated that the MSPD will be expanded nationwide in the future.

Eligible beneficiaries in the two multistate areas can get prescriptions filled through the mail for copayments of either \$4 (family members of active duty service members) or \$8 (retirees and their family members, including BRAC Medicare-eligibles) per prescription. Medicare-eligible beneficiaries may also take advantage of the MSPD, depending on your location. Eligibility is extended to Medicare-eligible beneficiaries living in the

Philadelphia or Orlando, FL, area who rely on the pharmacy services at a BRAC-site medical treatment facility (MTF). Active duty members are not eligible for the MSPD since it is a CHAMPUS-funded program.

For patients with long-standing prescriptions, having a mail-order pharmacy program is a convenient new way to get refills. Dispensing medication through the mail provides greater economic efficiency by reducing unnecessary handling costs and pharmacy workload and increasing patient satisfaction by reducing the number of return visits for refills.

Mail-order prescriptions may be filled up to a 60-day supply. To have a prescription filled through the mail, obtain a sign-up sheet from your health benefits advisor or pharmacist and submit it with your first order. Ask your health care provider to include the following information on the prescription: provider's name, address, telephone number and social security number. Also include the date, supply authorized and the number of refills.

If you have any questions about your prescriptions, your pharmacist will be glad to assist you.

Story by Ann Kirby, Bureau of Medicine and Surgery

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HEADLINE: Don't Compromise Your Career

BUMED Washington (NSMN) -- Fraternization. It is a term that should be familiar to everyone in the Navy. However, there continues to be a misunderstanding of the Navy's fraternization policy.

Fraternization is defined as "unduly familiar relationships between seniors and subordinates." This concept, steeped in more than 200 years of seagoing experience, was developed to prevent any appearance of favoritism, preferential treatment or personal gain that may undermine good order, discipline and morale within a command.

The men and women of Navy medicine, both officers and enlisted staff, work closely together under difficult and stressful conditions. However, they must at all times maintain the proper professional senior-subordinate relationship. Relationships between officers and enlisted members which are unduly familiar may have an adverse effect on the command's ability to carry out its mission. Similarly, such relationships between two officers or two enlisted members, where a senior-supervisory association exists, is also inappropriate. Navy regulations strictly prohibit this type of relationship.

Recently, though, commanding officers at several different naval hospitals had to discipline some of their officers and enlisted personnel for violating the Navy's fraternization policy. The bottom line is fraternization has an adverse effect on good order and discipline and it will not be tolerated.

We all know that seemingly innocent personal interactions can be misconstrued. However, all military members must try to avoid any situation that may give rise to even the appearance of impropriety. It is the responsibility of all members of Navy medicine to apply this standard to their own relationships and

take the necessary steps to prevent these situations from happening.

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HEADLINE: TRICARE Prime Offered in Tidewater, VA, Area

TRICARE Tidewater, VA (NSMN) -- Families of all active duty officers in the Tidewater, VA, area now have the option of enrolling in TRICARE Prime -- TRICARE Tidewater's Health Maintenance Organization (HMO)-type benefits program.

TRICARE Tidewater officials recently received the approval from the Office of Civilian Health and Medical Program of the Uniformed Services (OCHAMPUS) to open enrollment to CHAMPUS-eligible families of all active duty members effective 1 September. Previously, enrollment availability was limited to families of enlisted service members. Plans are to offer enrollment to CHAMPUS-eligible retirees and their families after 1 January 1996.

TRICARE Prime is the military's health care option which requires an annual enrollment. Enrollees will be assigned to a Primary Care Manager (PCM) clinic of their choice that will provide all their health care needs, including referrals to specialized care. Enrollees may request to change clinics once during the course of an enrolled year. TRICARE Prime will eventually have a total of 11 PCM sites throughout Tidewater.

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HEADLINE: Medical Service Corps Officer Named to Committee

NAVHOSP Twentynine Palms, CA (NSMN) -- The American College of Healthcare Executives (ACHE) selected CDR Robert E. Connors, MSC, to serve on their national Membership Committee.

Connors, who has served as Naval Hospital Twentynine Palms' Director for Administration since July of last year when he reported for duty from U.S. Naval Hospital Rota, Spain, was selected for this distinction from a large pool of nominees submitted by District ACHE Regents. Applicants were nominated from existing ACHE Diplomates, also known as Certified Healthcare Executives (CHEs) and Fellows (FACHEs) of the College. Connors has been a Fellow of the College since 1994. The ACHE Membership Committee serves to evaluate existing policy and formulate new policy regarding the status of Associates, Diplomates and Fellows of the College.

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HEADLINE: You Can Teach an Old 'Doc' New Tricks

NAVHOSP Jacksonville, FL (NSMN) -- The torch has been passed. CAPT Larry Garsha, MC, is the most senior resident in the Navy. Garsha reported to Naval Hospital Jacksonville in January 1994 as a family practice resident.

The Navy is a second career for Garsha. He attended medical school from 1968-1972. In 1976, he entered private practice and managed a health maintenance organization with a staff of over 200 physicians.

"After 16 years of civilian practice, I decided to join the Navy for adventure and to see the world," said Garsha. Eight

years ago, he joined the Navy as a lieutenant commander, a psychiatrist in the Medical Corps.

The event that made the psychiatrist want to become a family physician was a special operations exercise with Navy Seals and Army Special Forces in a small mountain village in El Salvador. A mother with nine children was pregnant with the 10th, but this pregnancy was much more complicated than the previous nine. As the woman went into labor, the team began looking to Garsha for help; the last thing on Garsha's agenda was to deliver a baby this day.

The small mountain village had no electricity, no newspapers and hot water had to be heated over a fire. Knowing that discretion is the better part of valor, Garsha promptly radioed for an emergency medevac. The helicopter arrived and transported the laboring woman to a distant hospital where she delivered a premature infant with complications.

After Garsha returned to the states, he applied for the Family Practice Residency Program. He knew he had a few things going against him, including age, and was pleasantly surprised when he was selected for the program.

Garsha has now completed his internship and has a little over a year left in the Residency Program. When asked what the most difficult aspect of being the oldest resident is, Garsha said it was "the lack of sleep because of being on call and studying." He continued, "Many areas of medicine have changed since I went to medical school, which requires me to do a little additional studying. Also, it doesn't leave much time for a social life."

Garsha states that he has no regrets about choosing the Navy as a career. "The best part is the people. I have worked with military and civilians, and I can say, without hesitation, that some of the best physicians in this country are wearing naval uniforms."

Story by HM2 Terresa D. White, Naval Hospital Jacksonville
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HEADLINE: Record-Breaking Blood Drive Collects 139 Pints

NAVSTA Ingleside, TX (NSMN) -- For 5-year-old Samantha Hewitt, life might not have been the same without the help of the Community Blood Bank. Four years ago during open heart surgery, Samantha received blood from the local Blood Bank.

"The Blood Bank helped save Samantha's life, so I donate blood any time I can," said her mother, Tammy Hewitt, who was among the 139 donors who gave blood 24 August at Naval Station Ingleside.

The blood drive, held at Branch Medical Clinic Ingleside, broke the record for the most units drawn during a one-day blood drive for the 10-county area serviced by the Corpus Christi Community Blood Bank.

"It was a great turnout," said HM3 Walter Poimboeuf, who helped coordinate the drive. "We had a sign-up sheet available prior to the blood drive, but many people who hadn't signed up also donated, and I think that's good."

Donors said they were impressed with the turnout and the

service they received.

"The people who were working at the blood drive were very friendly," said Hewitt. "Everything seemed very organized."

"It doesn't get much better than this," said Lance Hankins, a Corpus Christi Blood Bank employee. He also said that up to four lives can be saved with one pint of blood. "The turnout was exceptional. The Navy always has a good turnout at their blood drives."

Story by SR Bethany A. Monk, Naval Station Ingleside

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HEADLINE: HEALTHWATCH: Ice or Heat for Back Pain?

USNH Yokosuka, Japan (NSMN) -- Your back is the most injury-prone part of your body. Eight out of 10 Americans are affected by back problems. These can range from a muscle strain or degenerative changes in the joints to bulges, herniations, or ruptures in the intervertebral discs.

When back pain strikes, often those who are afflicted will immediately apply heat to the painful area. This is not the best treatment of choice for back pain, especially if the pain is acute.

Acute pain usually involves a disruption of the tissues, which can lead to edema, or swelling. By placing heat to this area, you may be encouraging further blood flow, which could lead to increasing discomfort and swelling. This may leave you with less overall mobility and/or increased stiffness or pain. Therefore, sudden severe back pain should not be treated with heat. Acute pain is best treated with ice.

Most anyone who has suffered an acute ankle sprain realizes that the best choice of immediate treatment is ice, yet when someone suffers acute back pain they may feel the best treatment of choice is heat. Both injuries should be treated immediately with ice to reduce the chance of further swelling and inflammation.

Many individuals who suffer from acute low back pain, as well as chronic or persistent back pain, consistently use ice. Only after 24 to 48 hours should the back pain sufferer begin using heat, usually done using a heating pad, soaking in the tub, or by using a warm compress.

On occasion, some individuals may opt to use ice and heat. Usually these sufferers use heat prior to exercising or stretching, and then use ice following their activities. Chronic back pain sufferers may use heat as needed.

Keep in mind that if back pain strikes suddenly, use ice immediately. This is best applied directly to the back by placing a bag of ice or a bag of frozen peas or corn in a towel and then placing the ice on the involved area.

For further information, please contact your health care provider or the Physical Therapy Department at your local military medical treatment facility.

Story by LT Bette M. Guzman, MSC, Physical Therapist

U.S. Naval Hospital Yokosuka

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3. Professional Notes: Information on upcoming symposiums, conferences or courses of interest to Navy Medical Department personnel and wrap-ups on ones attended. Anyone with information to share in this section should contact the editor (see the last paragraph of this message on ways to do so).

Scheduled Meetings:

-- 25-29 September, Seventh Annual Joint Warrior Interoperability Demonstration (JWID), Marine Corps Tactical Systems Support Activity (MCTSSA), Marine Corps Base, Camp Pendleton, CA (main site). For more information, see the article below.

-- 6-8 October, Third Annual Scientific Meeting of the Navy Region of the American College of Physicians, Williamsburg (VA) Marriott Hotel. Hosted by Naval Medical Center Portsmouth, VA. For information, contact CAPT Stephen Beuttel, MC, at (804) 398-5067.

-- 16-19 October, Navy Surgeon General's Leadership Conference, Sheraton Premiere Hotel in Tyson's Corner, VA. The theme is Navy Medicine's Three R's -- Readiness, Resources and Reengineering. BUMED Washington 161600Z AUG 95 provides conference guidance and details on who may attend. Conference information can be obtained via email from sglc@med.navy.mil and information is posted on the World Wide Web at <http://support1.med.navy.mil> -- the posting includes an online conference registration for member and spouse option. For hotel information, call 1 800 572-7666 or (703) 448-1234.

-- 29 October - 3 November, AMSUS Annual Convention, "Federal Health Care: A Vision for Change," Anaheim, CA. For information, call the Convention Department of the Association of Military Surgeons of the United States at (301) 897-8800.

-- 24-27 October, Annual Navy Community Service Conference, "Action in Eloquence," Xerox Document University, Leesburg, VA; (703) 693-3311 or (703) 614-1290 (see article below).

-- 11-15 December, Annual Navy and Marine Corps Logistics Conference, Gaithersburg Hilton. Contact LT Randy Owens, MSC, at (301) 619-3009, or CDR Fred White, MSC, at (301) 619-2157, for more information.

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HEADLINE: Joint Warrior Interoperability Demonstration

NMIMC Bethesda, MD (NSMN) -- The Seventh Annual Joint Warrior Interoperability Demonstration (JWID), sponsored by the Joint Staff and Defense Information Services Agency, is scheduled for 25-29 September 1995. This year there are over 90 planned technological demonstrations ranging from simple collaborative planning to telemedicine and complex command and control on the battlefield.

Pacific Medical Networks (PACMEDNET), the Navy's Bureau Medicine and Surgery (BUMED), Naval Medical Information Management Center (NMIMC), and Naval Surface Warfare Center (NSWC) Carderock are the sponsors for the Operational Navy Consultation and Logistics Linkage (ONCALL) telemedicine demonstration.

The main site for JWID 95 will be the Marine Corps Tactical

Systems Support Activity (MCTSSA), Marine Corps Base Camp Pendleton, CA. Other ONCALL telemedicine sites are the field hospital co-located with MCTSSA, Naval Medical Center San Diego, and Tripler Army Medical Center Honolulu.

JWID offers warfighters the opportunity to observe the use of off-the-shelf and emerging technologies in a low-threat environment built around several operational scenarios.

JWID affords an excellent opportunity to be involved and pose questions to key persons in the research and development community. BUMED will demonstrate an improved medical support capability to the warrior in remote locations such as a battlefield using commercially available advanced technology. The Naval Medical Information Management Center (NMIMC) will demonstrate real-time multimedia and store-and-forward medical diagnosis and consultation in a variety of medical modalities, using state-of-the-art technology from commercial off-the-shelf applications, advanced communications technologies using satellites and asynchronous transfer mode (ATM) wide-area networks (WAN) and computer-based patient records (CPR).

Specific information about the demonstrations to be presented at each site are available via the World Wide Web at the U.S. Marine Corps home page (<http://www.hqmc.usmc.mil>) and at the BUMED/NAVMEDINFOMGMTCEN home page (<http://support1.med.navy.mil>). Official JWID information is also available by phone at DSN 365-6405 or commercial (619) 725-6405. The point of contact for official ONCALL demonstration information is Mr. Hung Phan, who can be reached by phone at DSN 295-0986 or commercial (301) 295-0986/3004.

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HEADLINE: Annual Navy Community Service Conference Announced
CNO Washington (NSMN) -- The theme of the Annual Navy Community Service Conference, to be held 24-27 October in Leesburg, VA, is "Action in Eloquence." Announced in NAVADMIN 175/95 (dtg 281857Z July), the conference is intended for Navy community service/partnership coordinators, Family Service Center volunteer coordinators and youth outreach workers, command chaplains, public affairs officers and Navy journalists, school officers, and others throughout the Navy who work toward forming a bond between their commands and the local community.

The conference will provide professional training on volunteer administration and risk management. It will also provide participants project ideas and networking opportunities.

The conference agenda includes a one-day risk management seminar, workshops, plenary sessions, critical issue working groups and resource exhibitions. A special "Hall of Heroes" will showcase exemplary Navy community service and school partnership activities and resources.

Details about registering for the conference are contained in the NAVADMIN, or you can contact the Community Service Office at (703) 693-3311 or (703) 614-1290. Attendance is limited to 200 people and the deadline for registration is 6 October.

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4. ADDRESSEES ARE ENCOURAGED TO SUBMIT INFORMATION AND NEWS ITEMS OF MEDICAL DEPARTMENT OR BENEFICIARY INTEREST (IN STORY FORMAT) BY TELEPHONE, FAX OR E-MAIL TO BUMED, ATTN: NAVAL SERVICE MEDICAL NEWS (MED 00P2). TELEPHONE (202) 653-0793, DSN 294-0793. FAX (202) 653-0086, DSN 294-0086. EMAIL NMC0ENL@BUMED10.MED.NAVY.MIL//

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